



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

SYSTEMS SUPPORT COORDINATOR

Job Number: 20001507

Job Code: 73140V000101

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 07/01/1993

Job Revised: 02/24/2006

Grade: 14 Salary (MIN - MID):

\$18,075-\$23,944 - Hourly

\$2,937.20-\$3,890.90 - 37.5 Hr. Monthly Salary

\$3,133.00-\$4,150.30 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months. For additional information refer to: <http://www.lrc.ky.gov/kar/101/001/325.htm>.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Responsible for agency hardware, systems software and applications software portfolio, including maintenance of data dictionaries, equipment and software installations and upgrades, data conversions, system utilities and change control functions. Coordinates problem referrals to other support areas. Writes complex programs for systems management, communications and specialized applications. Responsible for management and support of multiple local area networks and computer systems within an agency. Coordinates integration of agency local area networks with wide area and remote networks. Administers the data security plan for the agency. Writes strategic plans in cooperation with agency management; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE:

Must have four years of professional systems support experience.

Substitute EDUCATION for EXPERIENCE:

Related technical or vocational training will substitute for the bachelor's degree requirement on a year for year basis. A master's degree in computer science will substitute for one year of the experience requirement.

Substitute EXPERIENCE for EDUCATION:

Experience in computer programming, network services, systems support or production support will substitute for the bachelor's degree requirement on a year for year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Writes complex routines for system critical procedures and diagnostic routines. Installs and maintains hardware and software such as operating systems, control systems, workstations, peripherals and communications devices, proprietary software packages, networking software, query languages, information dissemination tools, electronic mail and data base management software. Formulates integrated support plans for multiple local area networks and departmental systems. Performs complex system generations, network device configuration generations, workstation installation and set up, and coordinates assignment of node or network address definitions. Coordinates implementation of agency data security plan with state level data management staff. Assists development, network and production support staff in analyzing requirements for development, modification or retirement of state level or complex departmental systems. Is responsible for system support functions during relocation or conversion of critical data files and equipment. Monitors performance of servers on local area networks and takes action to mitigate network or system degradation. Develops plans and cost estimates to provide shared resources, such as electronic mail, file and print services, specialized input/output devices, and data repositories. Coordinates diagnostics and problem resolution with network support staff. Receives complex problem reports, and resolves or refers to appropriate personnel. Provides technical assistance to other information systems staff, and is responsible for systems recovery and the provision of emergency assistance. Submits acquisition and implementation plans for introduction of network services or automation of system support functions. Insures that technical documentation and user manuals are accurate and current.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Incumbents working in this job title typically perform duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, SEX, NATIONAL ORIGIN, SEXUAL ORIENTATION OR GENDER IDENTITY, ANCESTRY, AGE, DISABILITY, POLITICAL AFFILIATION, GENETIC INFORMATION OR VETERAN STATUS IN ACCORDANCE WITH STATE AND FEDERAL LAWS.